



911 Technical Operations Committee

Meeting Notice

**Thursday
January 21, 2016
10:00 AM**

**MESB Office
2099 University Ave
St. Paul, MN**

Mark Your Calendars

Metropolitan Emergency Services Board

911 Technical Operations Committee

Tentative Agenda January 21, 2016

1. Call to Order
2. Approval of Minutes
3. Old Business
 - a. Wireless Issues
 - i. Creation of a Wireless Routing Recommendation Work Group?
 - b. GIS Issues
 - c. Data Issues
 - d. Next Generation 911
 - i. State 911 Program 911 Services RFP Update
 - e. PSAP Operations Round Table Work Group
 - f. Legislation – PSAP Manager Concerns / Needs?
 - g. Metro Area 911 Strategic Planning Initiative
4. New Business
 - a. Airbus User Group Creation?
 - b. Committee Member Round Table
5. Adjourn

Metropolitan Emergency Services Board
911 Technical Operations Committee
Draft Meeting Minutes
December 17, 2015

Committee Members

	Nancie Pass, Ramsey (Chair)		Kathy Hughes, Hennepin
X	Bob Dowd, Isanti (Vice-Chair)		Lisa Lovering, Isanti
X	Val Sprynczynatyk, Anoka	X	Heather Hunt, Minneapolis
	Mike Utecht, Bloomington PD		Dave Pikal, Ramsey
X	Susan Bowler, Carver	X	Ken Dvorak, Scott
	Bob Shoemaker, Chisago		Darlene Pankonie, Washington
X	Diane Lind, Dakota		Doug Anschutz, Washington
	Rose Kruchten, Dakota	X	Jon Eckel, Chisago

Alternates

	Tim Walsh, Carver		Kyle Blum, Anoka
	Troy Ruby, Dakota	X	Christine McPherson, Minneapolis
	Jeff Schlumpberger, Hennepin		Denise O'Leary, Ramsey
	Deb Paige, Carver		Bob Shogren, Isanti

Others Attending

Pete Eggimann, MESB
Martha Ziese, MESB
Dana Wahlberg, ECN
Kay Simons, MESB
Jill Rohret, MESB
Marcia Broman, MESB

Chris Kummer, MAC
Matthew Hoffer, CenturyLink
Tim Boyer, MSP
Cliff Giese, N EMS

1. Call to Order

Vice-Chair Bob Dowd called the meeting to order at 10:03

2. Approval of Minutes

Motion to approve the draft September 17, 2015 minutes. (Lind/Bowler) Approved.

3. Old Business (the agenda was re-ordered to allow Dana to go first because she had another meeting to get to.)

a. Wireless Issues – Marcia Broman (see written report)

Marcia distributed a written report on the wireless activity in the last two months, and then solicited feedback from the committee members on any issues they were experiencing.

Washington Co. has reported issues with the information in ALI not coming in consistent with the modified 30W format. Wireless and VoIP calls seem to be the main issue. The carriers and VPCs don't appear to be adhering to the standardized number of characters in each ALI field. This is creating problems when the ALI data is transferred to the CAD. The CAD system displays the data incorrectly because the spacing is off. Marcia asked the committee members to go back and check with their staff to see if they were experiencing the same issues getting the ALI information into their CAD systems.

Marcia asked the committee members how they used the ALI information on wireless calls and what fields the committee members thought were the most important. She explained that the wireless ALI format was created about 15 years ago during the initial Phase 1 and Phase 2 deployments, and suggested that it might be worth re-evaluating what information should be included in the wireless ALI format. Heather suggested that the x,y coordinates of the caller was the most important field. None of the PSAPs represented thought their telecommunicators used the MN State Patrol district numbers. Some of the variations with VoIP ALI information were discussed. When a street address and x,y coordinates are received with some VoIP calls, none of the committee members believed their mapping systems were capable of plotting both the address and the coordinates, which could be helpful in identifying conflicting locations where the two points are not in close proximity.

Marcia also asked for feedback with regard to how wireless call routing decisions are made. Currently, the tower addresses are validated, sector descriptions created, and a PSAP is selected to receive all of the calls from a particular cell tower sector. It is not possible to quickly determine if routing decisions have already been made for a particular tower sector for a previous antenna orientation, meaning the routing work is done over again as if no other work had been done previously for that tower location. When the MESB work is done, the information is sent to the PSAPs for verification and approval. This is time consuming for all involved. Marcia would like the PSAPs to weigh in on alternative ways of making an initial tower routing decision. The committee suggested that it might be necessary to form a workgroup to spend time looking at alternatives. One of the committee members also noted that we will

need to make a decision in the near future about how to handle an elevation factor in addition to latitude and longitude.

b. GIS Update – Marcia Broman (see written report)

Marcia asked committee members if any of them experienced any GIS or Data issues since the last meeting that they wanted the committee to be aware of. Jon asked if the MESB was confident the Metro Road Centerline Collaborative (MRCC) data format would become the accepted metro GIS standard. He believed he was going to have to make changes to his county's GIS data format to conform to the MRCC format and didn't want to have to make changes again when an NG9-1-1 data format was agreed to with the State. Marcia indicated that she believed the MRCC format would become the NG9-1-1 standard format adopted by the State's GIS Data Standard work group (the MESB is a participant in that work group).

c. Data Update – Marcia Broman (see written report)

(See Wireless and GIS discussion notes above. No additional data issues were identified)

d. Next Generation

i. State RFP Update – Dana Wahlberg

Dana reported that the Department of Administration, which is in charge of managing the RFP process, has decided to request "best and final" pricing from the respondents as the next step in the process. They are working with Mission Critical Partners, the ECN 9-1-1 Program's NG9-1-1 consultant, to identify the specific 9-1-1 system functions and network elements that all of the respondents need to identify in the final pricing. This breakdown in system components should assist the evaluation team in comparing the different proposals. Dana believes that Admin will send the final pricing request out yet before Christmas.

e. SECB NG9-1-1 Committee Representatives – Pete Eggimann

The committee was asked to make recommendations to the Board on appointed representatives to the SECB NG9-1-1 Committee for 2016. Christine McPherson has been the committee representative in 2015 and Susan Bowler has served as the alternate committee representative. The committee thought there was value in having some continuity from year to year in the representatives. The committee unanimously decided to appoint Christine as the primary representative again for 2016. Susan was recommended to be appointed to serve as a representative for two years and serve as the alternate representative in 2016. There was no designation made as to whether Susan would serve as the alternate or primary representative in 2017.

f. PSAP Operations Roundtable - (meeting minutes in the packet)

g. Legislation – Pete Eggimann

Pete said that the MESB staff and the Board's lobbyist have identified several issues that are of interest to the Board. Three of the issues relate directly to the PSAPs, and include 1) support extending the sales tax exemption for Joint Power Organizations on purchases related to ARMER or 9-1-1, 2) oppose any attempt to move the SECB oversight from Department of Public Safety to MN.IT, 3) socialize potential NG9-1-1 related changes to update MS 403.

h. Metro Area 911 Strategic Planning Initiative – Pete

Pete reported that a work group made up of metro area PSAP managers had met in November to discuss what needs the PSAPs could identify that should be included in the MESB long range strategic plans. Jeff Nelson and Brian Kyllonen, PSC Alliance, have been retained to facilitate the work group discussions and prepare a strategic planning recommendation for the Board that represents the metro PSAP issues and needs that they believe could be addressed by the MESB. The group members completed a questionnaire that had been prepared by PSC Alliance and discussed some of the results at a second work group meeting the took place today, just prior to this meeting. The group will continue to work with the MESB staff members and PSC Alliance to bring a draft recommendation back to this committee at their February meeting.

2. New Business

a. Language Line Hold Call Treatment - Dana

Dana called the committee members attention to some training material that had been supplied to Dana by Language Line that outlined how Language Line intended to deal with their shortage of interpreters for some languages. Language Line proposed giving the PSAPs and non-English speaking 9-1-1 callers a recorded message asking the PSAP and 9-1-1 caller to continue to hold until an interpreter became available. The committee members felt this proposed solution was unacceptable and would lead to more confusion for the 9-1-1 caller because the proposed hold announcement would be made in English. The committee encouraged Dana to look at alternative interpretation services. Some of the committee members had heard that PSAPs in other parts of the country were also experiencing similar problems as our PSAPs have had with Language Line, and that some of them had switched to different service providers. Dana said she would investigate alternatives and report the our PSAPs were opposed to Language Line's caller hold announcement proposal.

b. Committee Member Roundtable

The committee members shared and discussed several items related to PSAP operations, staffing, training, and telecommunicator certification / licensing.

c. Chair / Vice-Chair Elections

The committee was asked to elect a Chair and Vice-Chair to serve the committee in 2016. Nancie Pass and Bob Dowd, the current Chair and Vice-Chair, were elected to continue in those positions in 2016. Their names will be submitted to the Board in January for confirmation.

Call to adjourn

Technical Operations Committee

GIS Manager's report – 1/21/2016

Metropolitan Emergency Services Board

2099 University Avenue

St. Paul, MN 55102

Web: www.mn-mesb.org

TOPIC

Wireless

Wireless provisionally routed database cleanup - This database project is an audit of all “Provisionally Routed” sectors in the carrier’s wireless database. A “Provisionally Routed” sector is a sector description that is provided by the wireless carrier and not the PSAP and is considered un-official. This typically occurs when sector routing approval is need within 24 hours by the carrier or routing approval is delaying the wireless tower project.

1. This database cleanup is in preparation for the States Wireless Emergency Routing Maintenance (WERM) web application and only concerns two wireless carriers (ATTMO and Verizon). The majority of these sectors are new sectors that are overlaying already existing sectors with approved routing.

ATTMO is really expanding the bandwidth in their already established territories and comprise most of the daily routing requests. ATTMO has approximately 1600 sectors that were provisionally routed by the carrier. Verizon’s wireless database contains 213 provisionally routed sectors. This cleanup project will be completed by the end of the month for both carriers.

2. State Wireless Emergency Routing Maintenance (WERM) system allows wireless vendors, Intrado, and TCS to directly upload their tower routing information. The application allows you to review, change routing and update routing information online from anywhere. It provides the State with digital records for all wireless towers and sectors in Minnesota.

The MESB will provide some training on this web application once an active version is available which 1st quarter of 2016 is

Summary of MSAG/GIS Data Synchronization Activity (as of January 15, 2016)

PSAP	Phase A ESZ Validations	Phase B Response Area Validations	Phase C Street Name Validations	Phase D Address Validations	Phase E Centerline Validations	Phase F Postalize MSAG	Phase G GIS MSAG	Phase H Integration
Airport	active	na	complete	active	not started	complete	not started	not started
Anoka	complete	active	complete	active	active	complete	active	not started
Bloomington	active	na	active	not started	not started	not started	not started	not started
Carver	complete	complete	complete	active	not started	not started	not started	not started
Chisago	active	not started	complete	complete	active	complete	not started	not started
Dakota	complete	complete	complete	active	complete	complete	not started	not started
Eden Prairie	active	na	active	active	not started	complete	not started	not started
Edina	active	active	complete	not started	not started	not started	not started	not started
Ft Snelling/Airbase	not started	not started	na	na	not started	complete	not started	not started
Hennepin Sheriff	active	not started	active	active	not started	scheduled	not started	not started
Hopkins (closed)	complete	na	complete	complete	na	na	na	na
Isanti	complete	not started	complete	active	active	complete	not started	not started
Minneapolis	active	not started	active	not started	not started	not started	not started	not started
Minnetonka	complete	complete	complete	active	not started	complete	not started	not started
Ramsey	complete	active	complete	active	complete	complete	not started	not started
Richfield (closed)	complete	na	complete	complete	na	na	na	na
Scott	complete	active	complete	active	not started	not started	not started	not started
St Louis Park	complete	na	complete	complete	complete	complete	not started	not started
U of M	not started	not started	not started	not started	not started	not started	not started	not started
Washington	active	not started	active	not started	not started	complete	not started	not started
White Bear Lake	complete	na	complete	active	not started	not started	not started	not started

Technical Operations Committee

9-1-1 Database Update – 01/21/2016

(including GIS this month)

Metropolitan Emergency Services Board
2099 University Avenue
St. Paul, MN 55102
Web: www.mn-mesb.org

1. MSAG/GIS Synchronization Project work continues throughout the metro area with most PSAP areas actively involved.
 - a. Attached is a high-level summary of the data synchronization activity by PSAP that is currently underway in the metro area.
 - b. Highlights:
 - i. Hennepin Co Sheriff's Office PSAP will be postalizing their MSAG starting 1/25/16.
 - ii. Only 7 PSAPs have not scheduled or completed the postalization of their MSAGs. These remaining PSAPs will need to complete this work in 2016 (i.e. Bloomington, Carver Co., Edina, Minneapolis, Scott Co., U of M, White Bear Lake.)
 - iii. The Airport PSAP and MESB will be meeting the beginning of February to work through their ALI geocoding errors.
 - iv. Edina and Eden Prairie PSAPs have been working on updating their ESZ boundaries.
 - v. Washington County now has an on-site GIS resource 3 days/week from MnGeo/DPS to assist with their street name validation discrepancy resolutions.
 - vi. Isanti Co.'s centerline is actively being changed over to the MRCC schema.
 - vii. The Counties/PSAPs that have been in a holding pattern are encouraged to restart their efforts (e.g. Bloomington, Minneapolis, Scott Co.)
 - c. If there are specific areas where PSAPs and County GIS staff feel they need help in order to resolve GIS discrepancies, update GIS datasets, etc., they should make MESB staff aware so we can discuss resource possibilities with MnGeo/DPS.
2. MESB is continuing to work with DPS/MnGeo to gain documentation of the State's NG911 GIS data standards. Adam Iten is also utilizing a GIS standards workgroup for input. In addition to MESB, Ramsey County PSAP and Hennepin County GIS have representatives attending those workgroup calls. Adam is anticipating that a first draft will be ready to begin circulating for review/input by the end of January.
3. MESB and MnGeo/DPS gave an overview to metro area GIS managers at their January conference call. Topics covered included: 1) Preliminary NG9-1-1 Data Assessment Profiles for each county, 2) State's GIS standards development process, 3) County NG9-1-1 Data Readiness Plans, and 4) Metro Address Authority contact database.
4. A February meeting is being planned with the Metro Regional Centerline Collaborative (MRCC) group and metro area GIS managers to review the MRCC rollout and solicit metro GIS manager input on the State's first draft NG9-1-1 GIS Data Standards.
5. Quarterly MSAGs were distributed at the beginning of January.
6. The new date for the migration to new authentication servers associated with the 911NET application is 2/2/2016. Here is a recap of a reminder previously shared with the PSAP 911NET Coordinators: *Internet Explorer 7 (IE7) will no longer be supported as a browser for 911NET after Intrado's migration to the new authentication servers. IE9 users should check their browser configuration and, if necessary, add TLS 1.2. In the IE9 toolbar, they should navigate to Tools/Internet options/Advanced tab and verify that the checkboxes for both TLS 1.0 and TLS 1.2 are enabled. No browser configuration changes are required for users on IE11.*

Meeting Agenda: PSAP Roundtable

Date & Time: January 12, 2016 from 10:00-12:00

Host: Airport Emergency Communications Center (ECC)
Contact: Heidi Hieserich (651)334-5539 or Heidi.hieserich@mspmac.org

Location: Airport ECC - MSP Airport Fire Station #1
Room: Level 1, Training Room
6920 34th Ave South
Minneapolis, MN 55450

Agenda Items:

1. Meeting calendar 2016
 - a. April 12 10:00-12:00, Location TBD
 - b. July 12 10:00-1200, Location TBD
 - c. Oct 11 10:00-12:00, Location TBD
2. PSAP operational updates and information (management, staffing, schedules, major changes)
3. Standards/procedures/policies
 - a. Discussion on development of minimum training requirements standard for metro/state (Pete)
4. Training (new employee and continuing ed.)
 - a. Shared interest – topics for 2016
 - b. Upcoming training
5. QA/QI
 - a. Quality case review criteria (Heidi)
6. PSAP technical updates and info (CAD, radio, phone and other systems)
 - a. Basecamp – feedback (Heidi)
7. Events and exercises (plans, meetings, 205's, impact on operations)
8. Tours: Following the meeting, tours of the ECC are optional for those that have an interest